

Digital Transformation for Waste and Environmental Services Webinar

Mark Eves - Chief Solution Architect

Tuesday 6th July 2021



Agenda

- Housekeeping and FAQs
- About Abavus
- Challenges to waste management and Abavus response
- Overview of waste services
- Demonstration of core Abavus waste functionality
- Additional features of Abavus waste functionality
- Final questions

Housekeeping

Frequently Asked Questions

- **Is the session being recorded?**
 - Yes. The session is being recorded today
- **Can I get a copy of the slides/materials?**
 - Yes. We will email a PDF copy after the session has ended
- **Can I ask questions?**
 - The line will be muted to reduce the background noise
 - Please use the chat facility and we will either answer questions immediately via chat or get back to you after the webinar

About Abavus

Real industry experience

Consultants with deep sector specific working knowledge

Focus areas

Departments including customer services, environmental services, revenues and benefit, planning, highways and public protection.

Established since 2011

Working exclusively with local authorities providing digital transformation solutions.



Flexible implementation

Platform can be delivered as stand alone modules or as part of a full enterprise solution.

18 Million customers

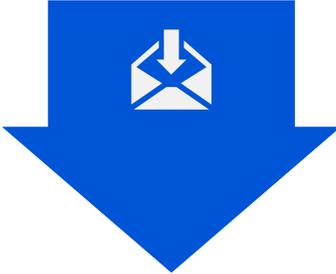
Submitting requests, viewing information via self-service

How does My Council Services fit with the Authority?



Contact Centre

Take calls, lookup customer information, provide realtime updates.



Customer Portal & App

Manage your account, submit service requests, view news and nearby.



Asset Module

Manage, book & maintain, council assets.



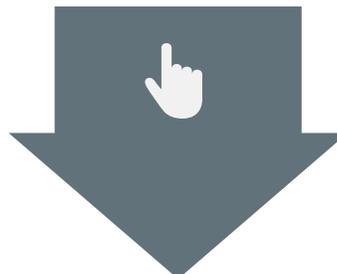
Service Desk

Receive, manage and resolve issues from customers.



Mobile Working

Allow mobile teams out in the field to receive, action and complete work.



Waste Module

Automate and optimise waste collection.

Sample local authorities using the platform

- **Allerdale Borough Council** - Full implementation
- **Anglesey County Borough Council** - Full implementation
- **Ashford Borough Council** - Full implementation
- **Blackburn with Darwen Council** - Full implementation
- **Blaenau Gwent County Borough Council** - Full implementation
- **Boston Borough Council** - Customer Portal & eForms
- **Bromsgrove District Council** - Waste implementation
- **Caerphilly County Borough Council** - Full implementation
- **Cannock Chase District Council** - Customer Portal & eForms
- **Epsom & Ewell Borough Council** - Enterprise waste management
- **Flintshire County Council** - Customer Portal & eForms
- **Fylde Borough Council** - Customer Portal & eForms
- **Glasgow City Council** - Customer Portal & eForms
- **London Borough Harrow** - Service Desk & Mobile Worker
- **Monmouthshire County Borough Council** - Full implementation
- **North Lincolnshire** - Blue Badge solution)
- **Newport City Council** - Full implementation
- **Redditch Borough Council** - Waste implementation
- **St Helen's Metropolitan Borough Council** - Customer Portal & eForms
- **Somerset Waste Partnership** - Customer Portal, eForms & Waste
- **Southend Borough Council** - Full implementation
- **Stafford Borough Council** - Customer Portal, eForms and Mobile Worker
- **Swale Borough Council** - Customer Portal, eForms & Contact Centre
- **Test Valley Borough Council** - Customer portal, eForms, Contact Centre
- **Torfaen County Borough Council** - Full implementation
- **Vale of Glamorgan Council** - Customer portal & eForms
- **Winchester City Council** - Customer portal & eForms
- **Wyre Forest District Council** - Waste

Challenges to waste management



Resource intensive

Management continually required to make budget efficiencies. COVID and the pressures caused will make this more acute.



Lacking automation

Asking staff to do more for less, salami slicing can only go so far



Missed or contaminated

Customers expect immediate response and action.



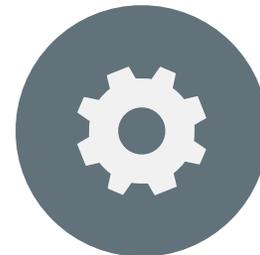
Unvalidated collections

Customers can choose a number of public channels to make complaints.



Lacking innovation

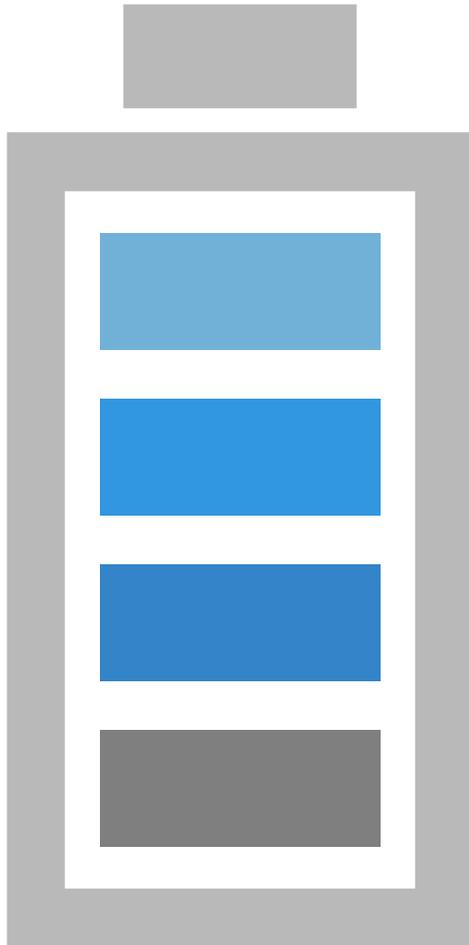
Job and budgetary uncertainty leads to a short term approach to waste management.



Analytics & analysis

With legacy software and expensive change requests, the technology is not fit for purpose.

Current IT challenges to successful waste automation and transformation



01

Customer IT experience cumbersome & convoluted

Customers presented with several portals, and difficult process steps, which normally results in a call to the contact centre.

02

Providers supplying different elements of the waste system

Local authorities often rely on different vendors to provide their technology. System integration is often difficult and managing these systems is often both time consuming and costly.

03

Inflexible systems

Current waste systems that are end-to-end are expensive and inflexible.

04

Constant changing legislation and political direction

Waste is a highly politicalised function of a local authority. Current systems available often cannot easily adapt to support these challenges.

Our response to waste management transformation



Seamless

Fits with both in-house and outsourced waste operations.



Modular-based

Built up immediately or over time to support all waste requirements, Domestic, Garden, Assisted, Special, Trade, etc.



Flexible

Allows local authorities to deploy out of the box or with bespoke enhancements to suit exact requirements.



Affordable

Competitively priced and deployed in collaboration with local authority teams by waste specialists.



3,000,000+
Over 3 million customers have successfully used the platform via self-service.

Operating modules

Customer to crew

The customer makes a request via the customer portal. The platform then automates the request, optimises the routes, and the refuse team uses the in cab device to complete the round.

FULL SOLUTION

Customer Portal only

The customer uses the customer portal and submits their requests. We then integrate into the waste services provider solution.

OUTSOURCED

Engine only

Multiple councils send us requests via web service or portal. We then combine the requests and integrate into the waste contractor.

MULTI-CLIENT

We recognise that customers have different models determining how they provide their waste services. Our platform offers the ability for you to implement an operating model that is fully underpinned by a flexible and robust technology platform.

Services

Contracted waste services



GARDEN WASTE

As an extra service provided, customers can subscribe to have their garden waste collected.



TRADE WASTE

For business collection of waste. Subscribe to collections for a defined period and cancel when not required.

The process flow

The customer registers, requests the level of service required, pays for it. The property is then added to the round and the refuse is collected on the correct day.

Scheduled waste services



SHARPS & CLINICAL

These collections are normally at a customer's home or medical facility.



DOMESTIC

This is the standard refuse collection that all properties receive.



RECYCLING

This is the standard recycling collection that all properties receive.



NAPPIES

This is the standard nappy collection that all properties receive.

The process flow

The new or existing property is added to the round and the refuse is collected on the correct day.

Booked waste services



CLINICAL

These collections are normally at a customer's home or medical facility.



BULKY COLLECTION

Customers can book and pay for a bulky collection.



RECYCLING CENTRE

Customers can book and pay for a HWRC collection.

The process flow

Customer selects collection time/date and what will be collected, then pays for it.
The property is added to the round and the refuse is collected on the correct day.

Street cleansing



SCHEDULED

Regular street cleaning and maintenance.



RESPONSIVE

Responding to customer requests.

The process flow

The crews receive jobs with the location and necessary action to be taken via the mobile application. Once work is complete, it is signed off. Work can be planned, scheduled and completed at a frequency to suit the local authority.

Demonstration

Demonstration



1. Special collection

Example of a customer booking a collection and being collected.



3. Managing a request

View the received requests.



2. Garden subscription

Reporting a missed collection.

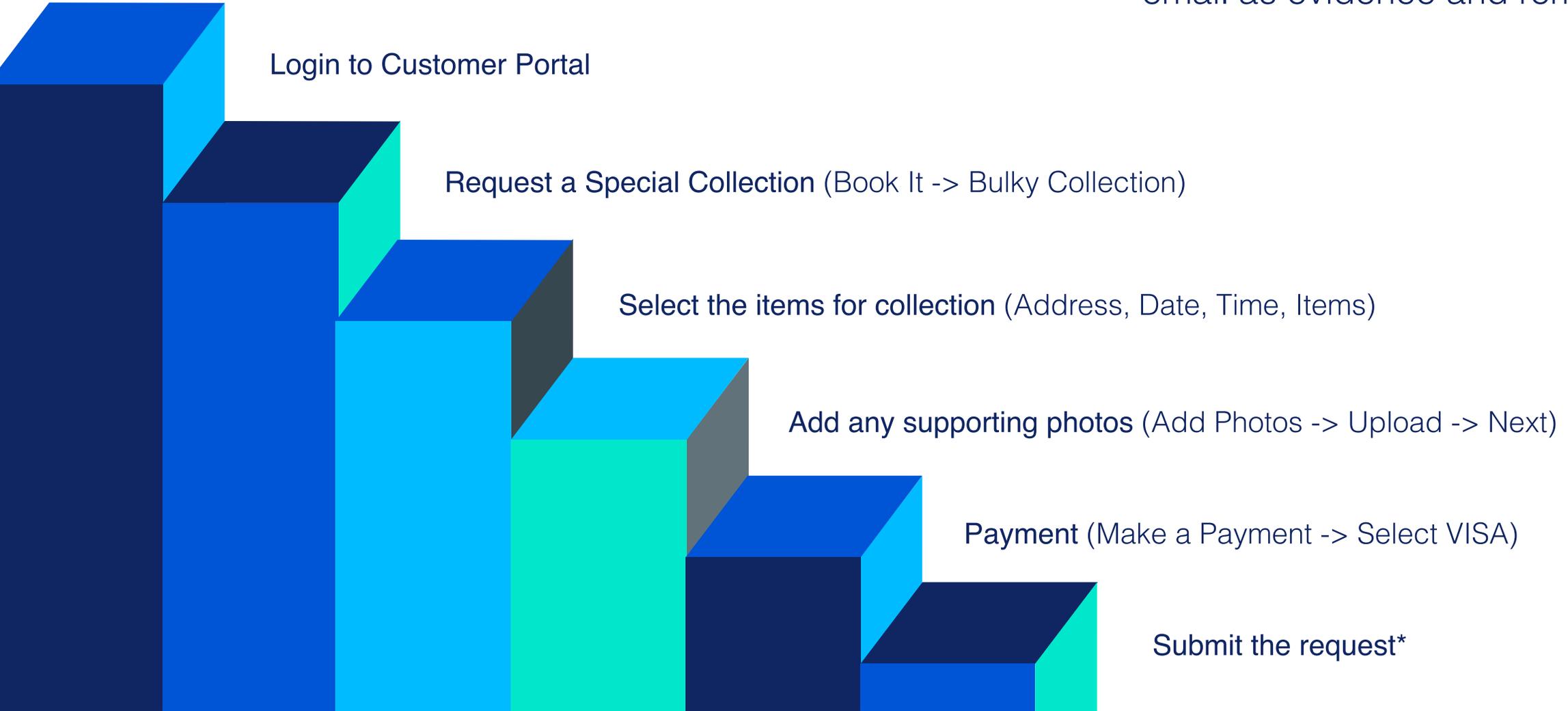


4. Optimisation and collection

Optimising a round, and then the refuse team completing a collection.

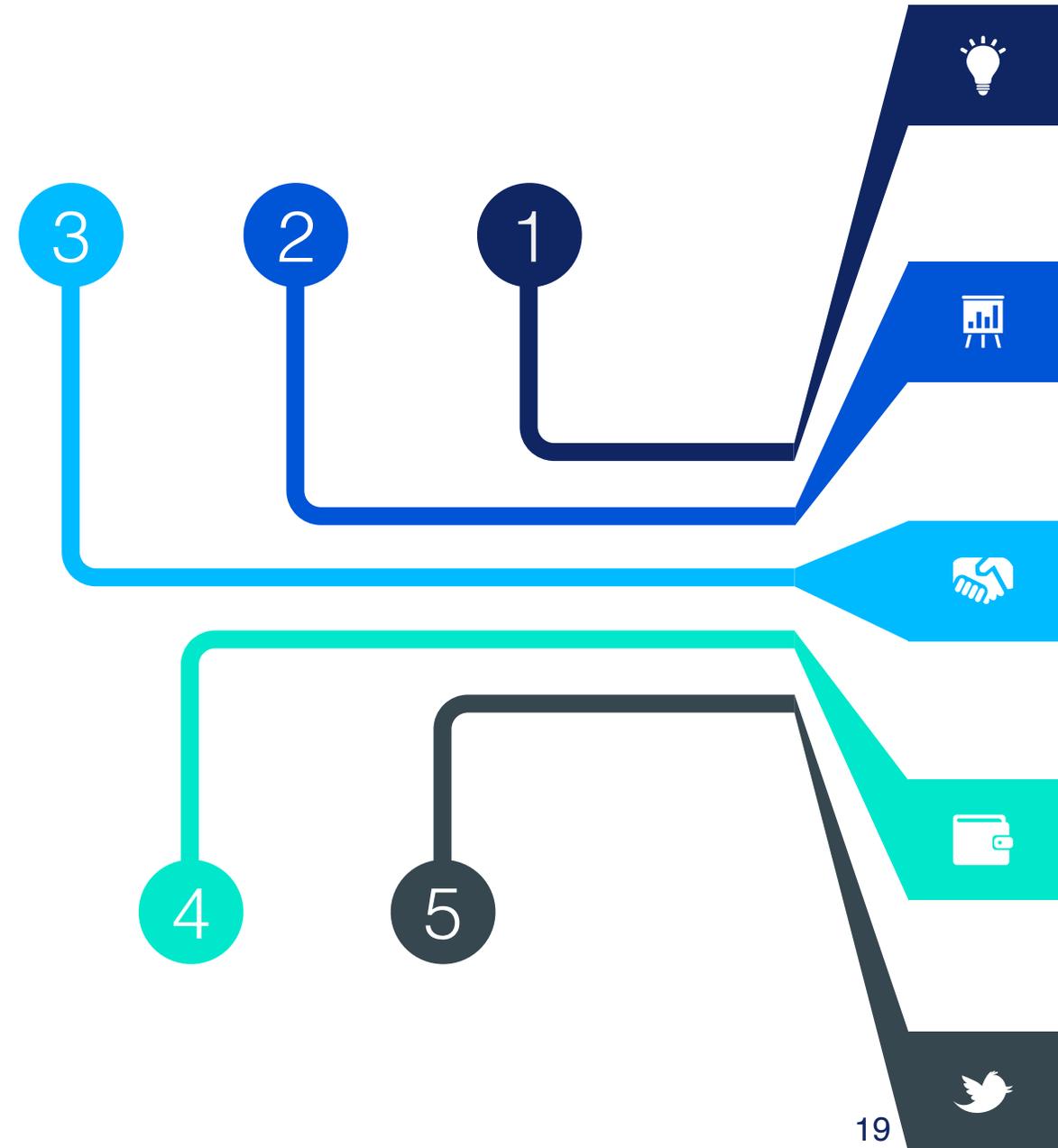
1. Special collection

* Booking confirmation is sent via email as evidence and reminder

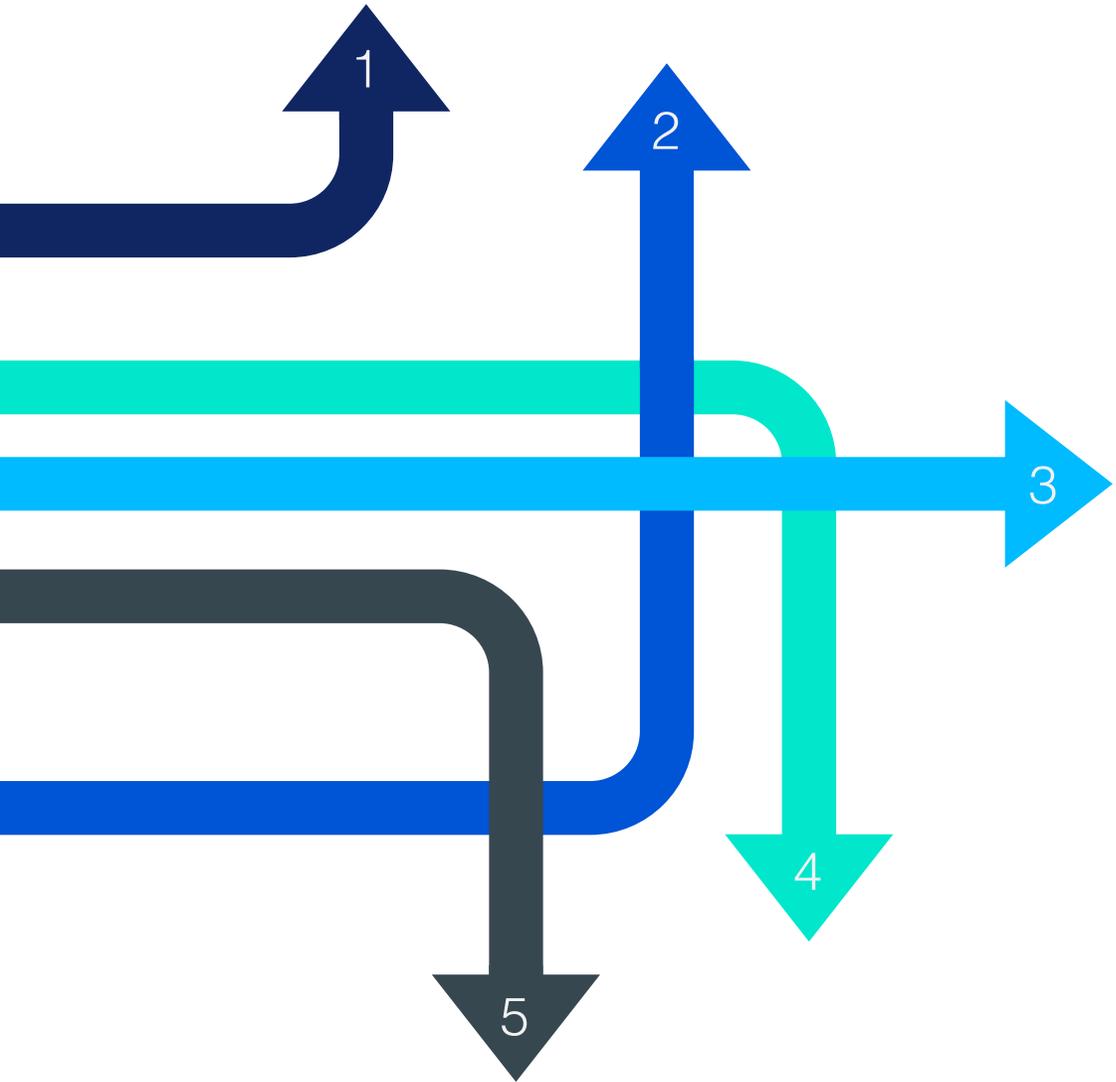


2. Garden subscription

- 1 Request a garden waste subscription
 - (Search -> garden waste registration)
- 2 Select the collection
 - (Enter address -> select collection)
- 3 Upload supporting evidence
 - (Enter address -> select missed collection)
- 4 Submit request
 - (Confirm the form is correct -> submit the request)
- 5 Request a garden waste subscription
 - (Receive email confirming submission and SLAs)



3. Managing a request

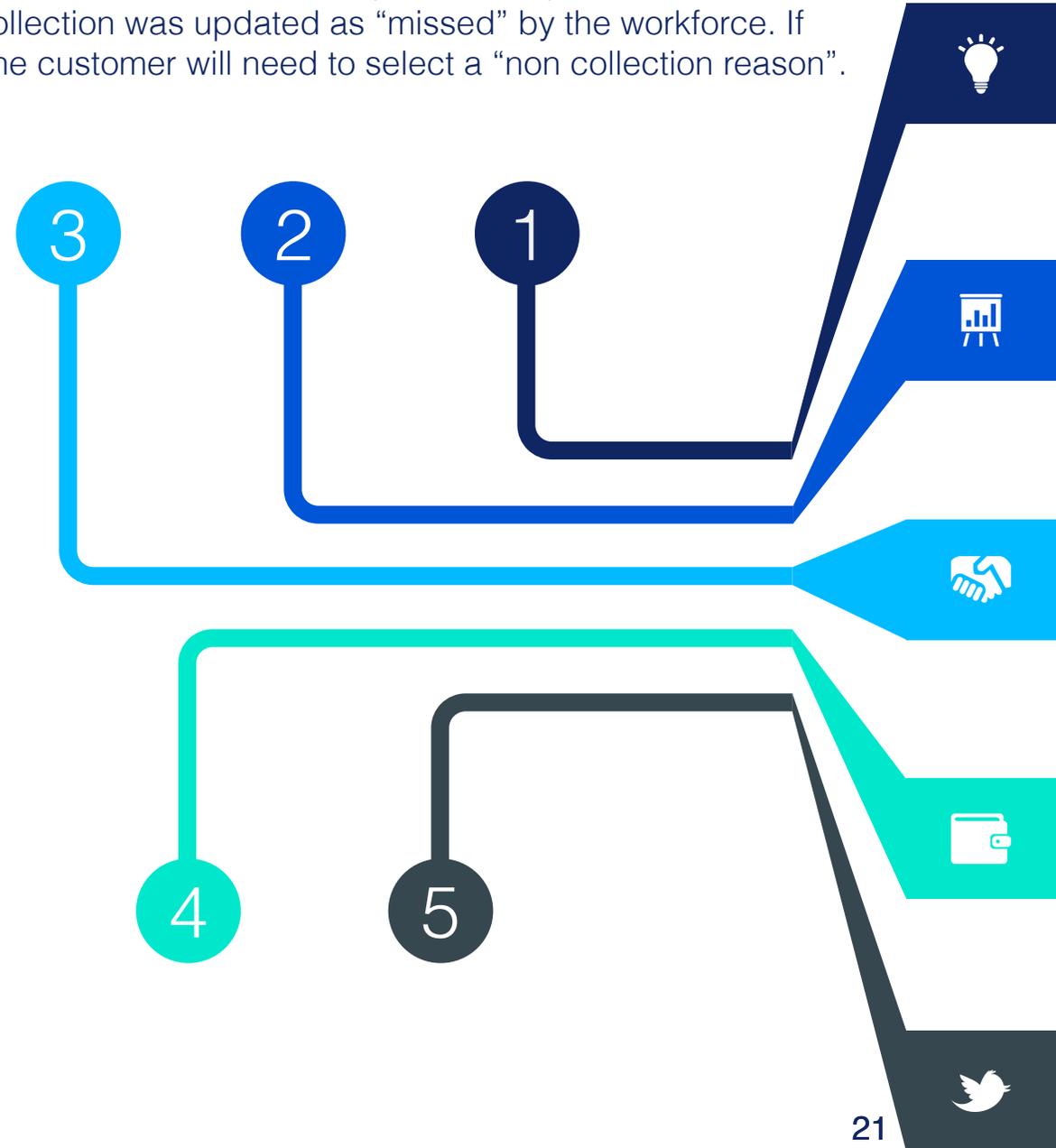


- 1 Login to Admin Portal
 - Admin Portal URL, “User” credentials
- 2 Go into Service Desk
 - Find and open the Service Request
- 3 View Information
 - Check information supplied by the customer
- 4 View History
 - Understand what has occurred so far
- 5 Update Request
 - Update status, add notes, create tasks, etc

4. Optimisation and collection

- 1 Round management
 - Waste > Action > Round Management
- 2 Collection points
 - View and/or update a collection point
- 3 Group management
 - Waste > Action > Group Management
- 4 Starting your round
- 5 Collecting the refuse

When a missed collection is reported, the platform checks if the collection was updated as “missed” by the workforce. If not, the customer will need to select a “non collection reason”.



Further features and functionality

01. Communications



SMS

Send SMS messages from our communication modules, with merge fields from the customer's profile or service request.



Email

You can send tailored email notifications to customers as part of scheduled activity or for one-off events.



Push

If a customer has downloaded the app, you can send messages via the Push notification method.



Call

Platform has fully integrated telephony capability. Schedule automated calls via voice recording or text-to-speech.



Notify your customers to pull out their bin

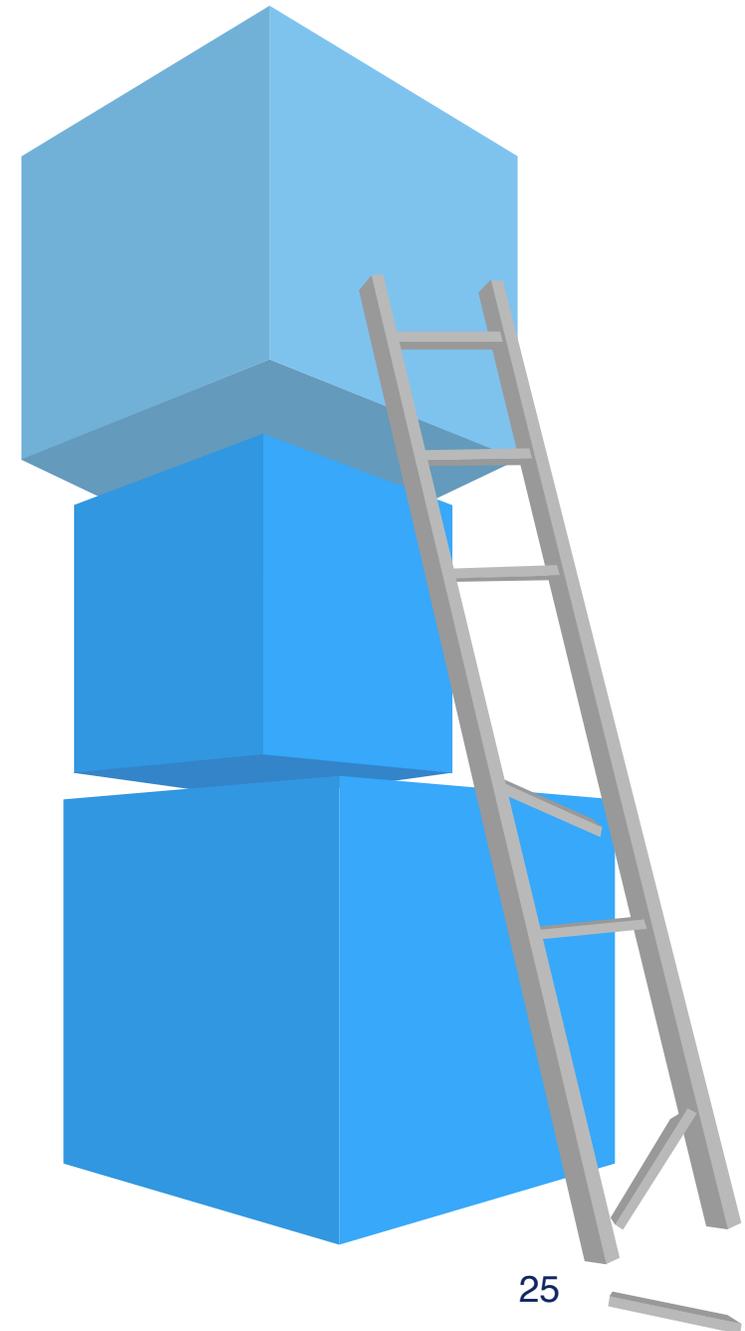
Don't forget to
put your bins
out tonight!



02. Ad-hoc collections

Special or bulky collections can often have different bespoke requirements per local authority. Our flexible solution allows you to configure the systems business rules to fully meet these without any additional development costs.

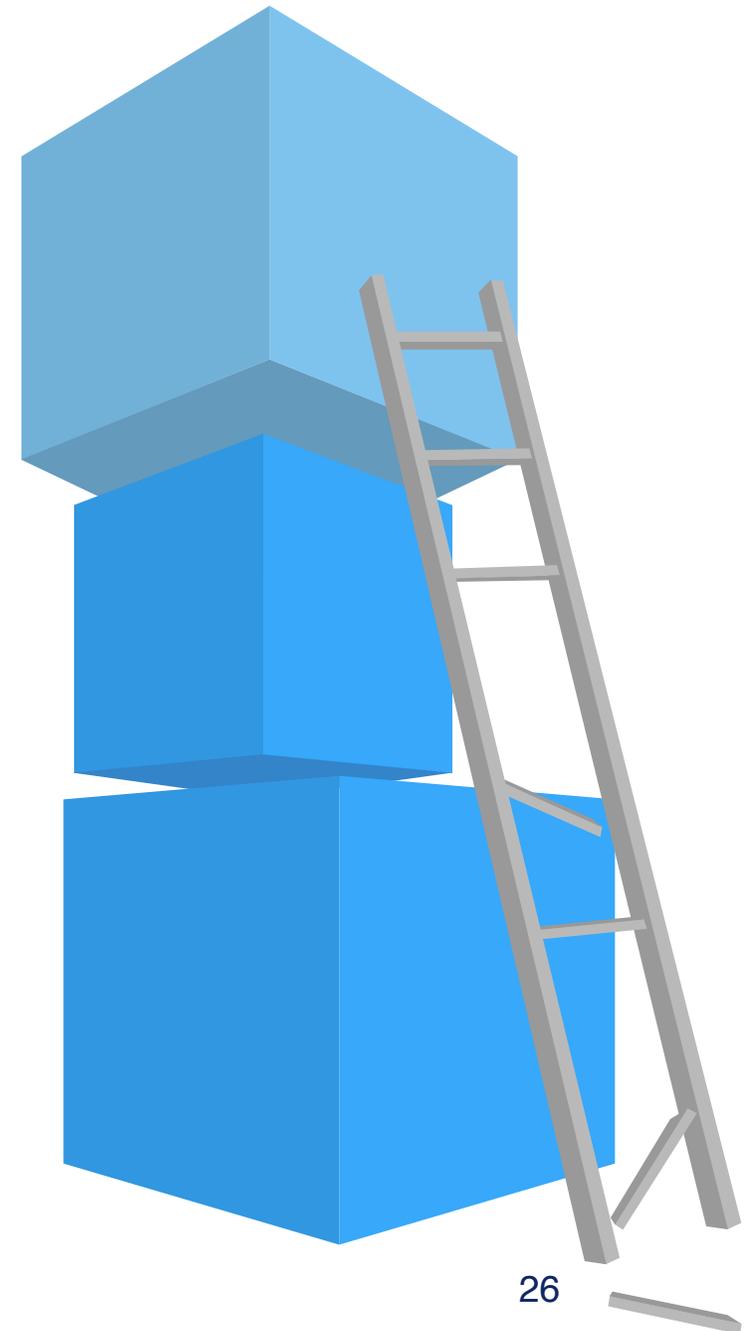
- 1 Configure rules to limit when/what a customer can book, with automated payments.
- 2 Configure the frequency of collections (e.g. once per week/month).
- 3 Configure the amount of items a customer is allowed to book for collection.
- 4 Set a weighting or costing per collection.
- 5 Configure what days the property is allowed a collection.



02. Ad-hoc collections (cont.)

Special or bulky collections can often have different bespoke requirements per local authority. Our flexible solution allows you to configure the systems business rules to fully meet these without any additional development costs.

- 6 Configured automated notifications to remind the customer when to put out their collections.
- 7 Define further options for assisted collections.
- 8 Configure rules to set the cost for 1-x items, x-y items, and so on.
- 9 Configure separate forms for general items, garden items, and white goods.
- 10 Configure discounts for charities, special offers, or people on benefits.



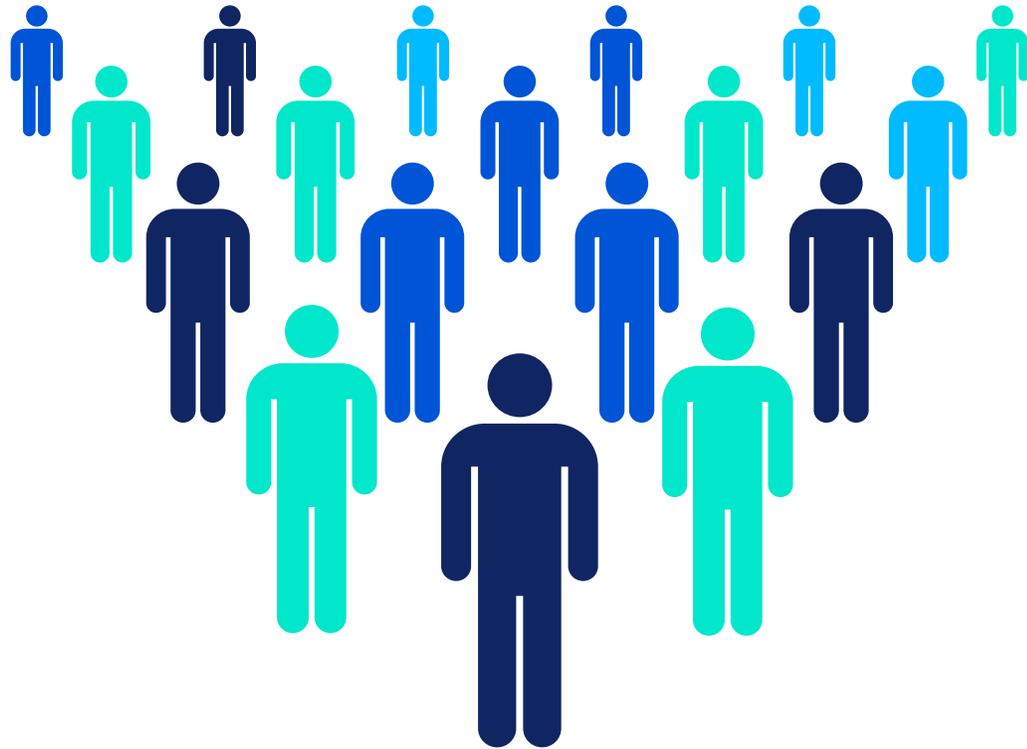
Collectable items

Define what items you collect. Attribute weightings to each item and highlight whether further costs will be applied. If you offer discounts for charities and customers on benefits you can set the amount of discount they receive (even linking into benefits systems if applicable).

GROUP	ITEM	WEIGHT	COST	DISCOUNT
Furniture	Sofa	2.4	£10	Yes
Furniture	Chair	2.2	0	Yes
Furniture	Armchair	4.2	0	
Furniture	Bookcase	5.1	0	
Furniture	Desk	2.2	£5	
Electrical appliance	Freezer	4.8	0	
Electrical appliance	Washing machine	3.3	£5	
Electrical appliance	Fridge	2.1	0	

03. Missed collections

With missed collections identified as a primary attributor to significant call volumes into the local authority it is important to provide online reporting capability. To stop all missed collections being accepted we provide smart automated logic to filter out what are effectively spurious customer contacts with only validated real issues being accepted.



Only when bin has been collected

Only when the refuse has been marked as collected will we allow a missed collection. Other collections can be marked as contaminated or bin not out, in which case the citizen should not be able to report a missed collection.

Only if you have that bin

If a resident does not have a green waste collection and they try to report it as missed, the platform will not allow them to report it.

04. Container movement

There are many scenarios where a customer may require a new container. A broken bin, changing a container size, additional containers, missing or stolen containers etc. Our solution provides an automated approach with real-time validation ensuring the person can only order what the property has been approved for.

Waste collection

Enter address
88 Flat 4 Chepstow Road, Newport, NP19 8EE, UK Continue

please select the container movement you want

Select	Collection	Container	Capacity	Action	Reason
<input type="checkbox"/>	Trade Cardboard NP, Trade Recycling	240 Green Bin	240L	- SELECT -	- SELECT -
<input type="checkbox"/>	Recycling	green	1L	- SELECT - NEW REPLACE REMOVE REPAIR ADDITIONAL	- SELECT -

Order container

collection	Container	Action	Reason	Quantity	Cost	Tax	Total
Trade Cardboard NP, Trade Recycling	240 Green Bin	New	TEST	3	£ 10	£ 01.20	£ 31.2

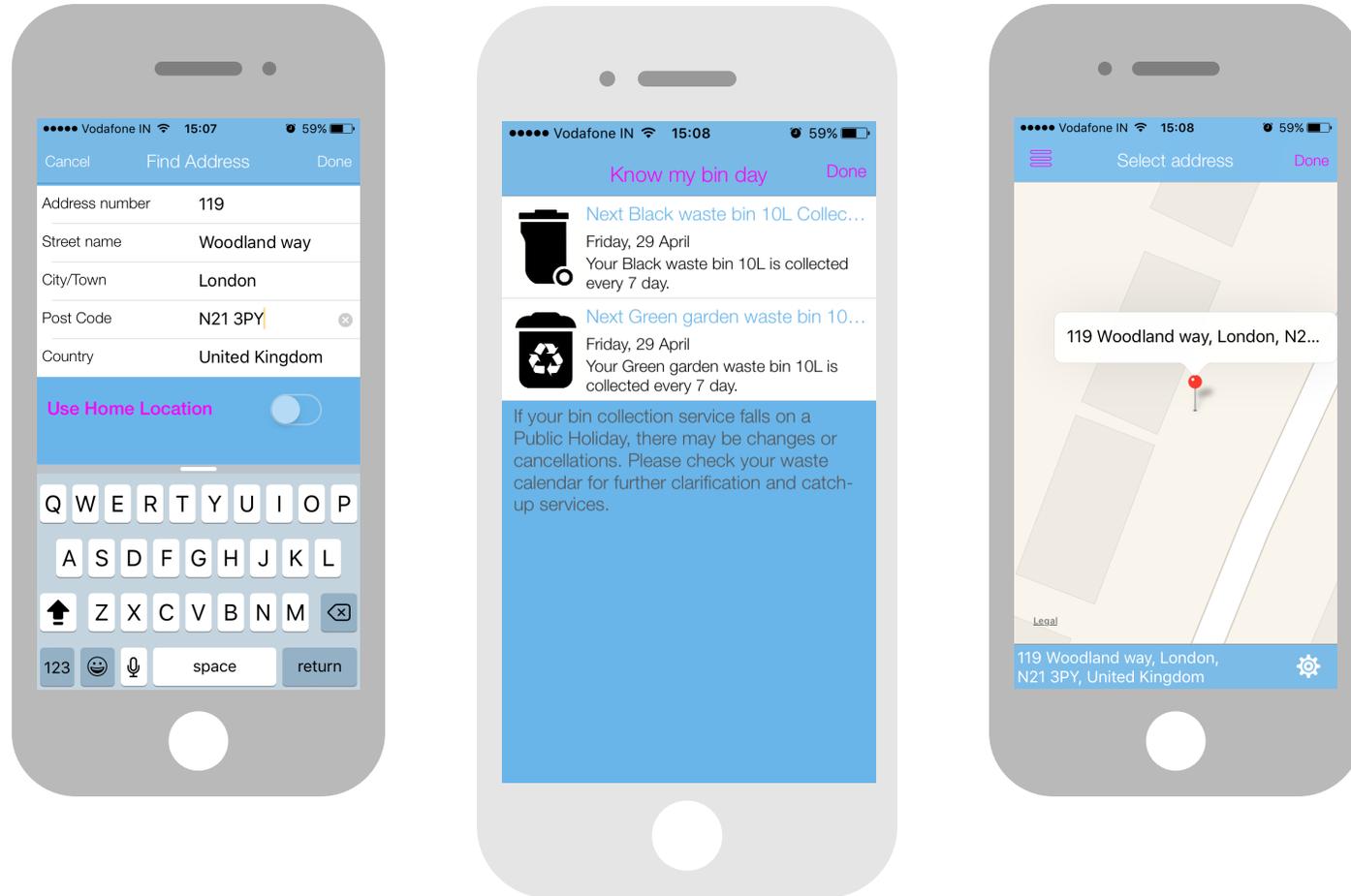
Total
£ 31.2

Container movement has five options:

- Purchase new container (New)
- Replace container (Replace)
- Remove container (Remove)
- Repair container (Repair)
- Get additional container (Additional)

05. Know my bin day

Allow the customer to check when their collections are via web or mobile device. With organisations offering biweekly or triweekly collections, it becomes increasingly difficult for customers to know what containers to put out on what days.



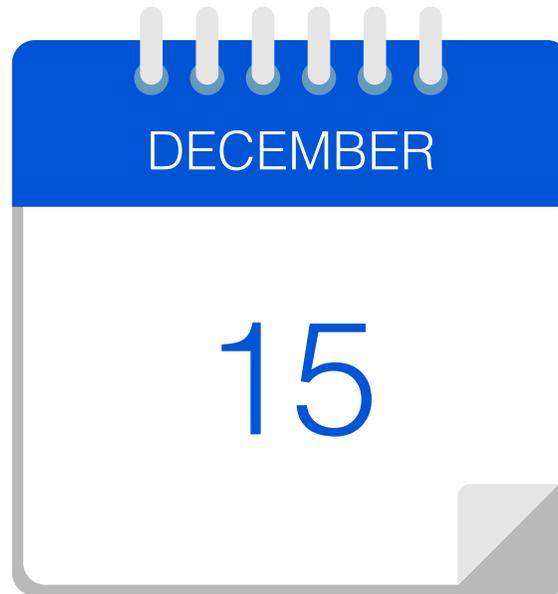
Calendar

There are three ways a customer can get informed of future waste collections.



iCal integration

The customer can download the collection schedule for the whole year, which will be added to their mobile device. The customer will be reminded 12 hours before a collection is due to put their bins out.



Yearly printable view

The customer can print a whole year calendar view of all they collection.

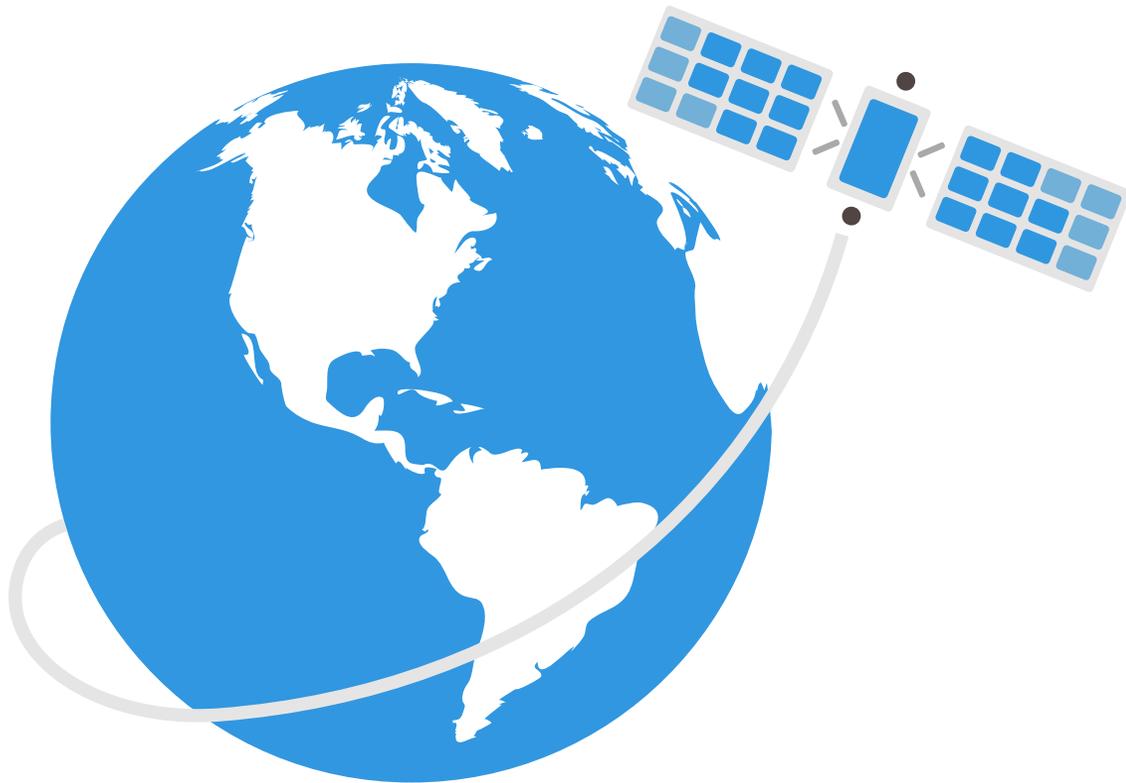


Next collections

The customer's immediate next collections.

06. In-cab device

Using standard mobile devices. Have turn-by-turn navigation with predefined routes, taking into consideration traffic, road works and vehicle restrictions.



GPS

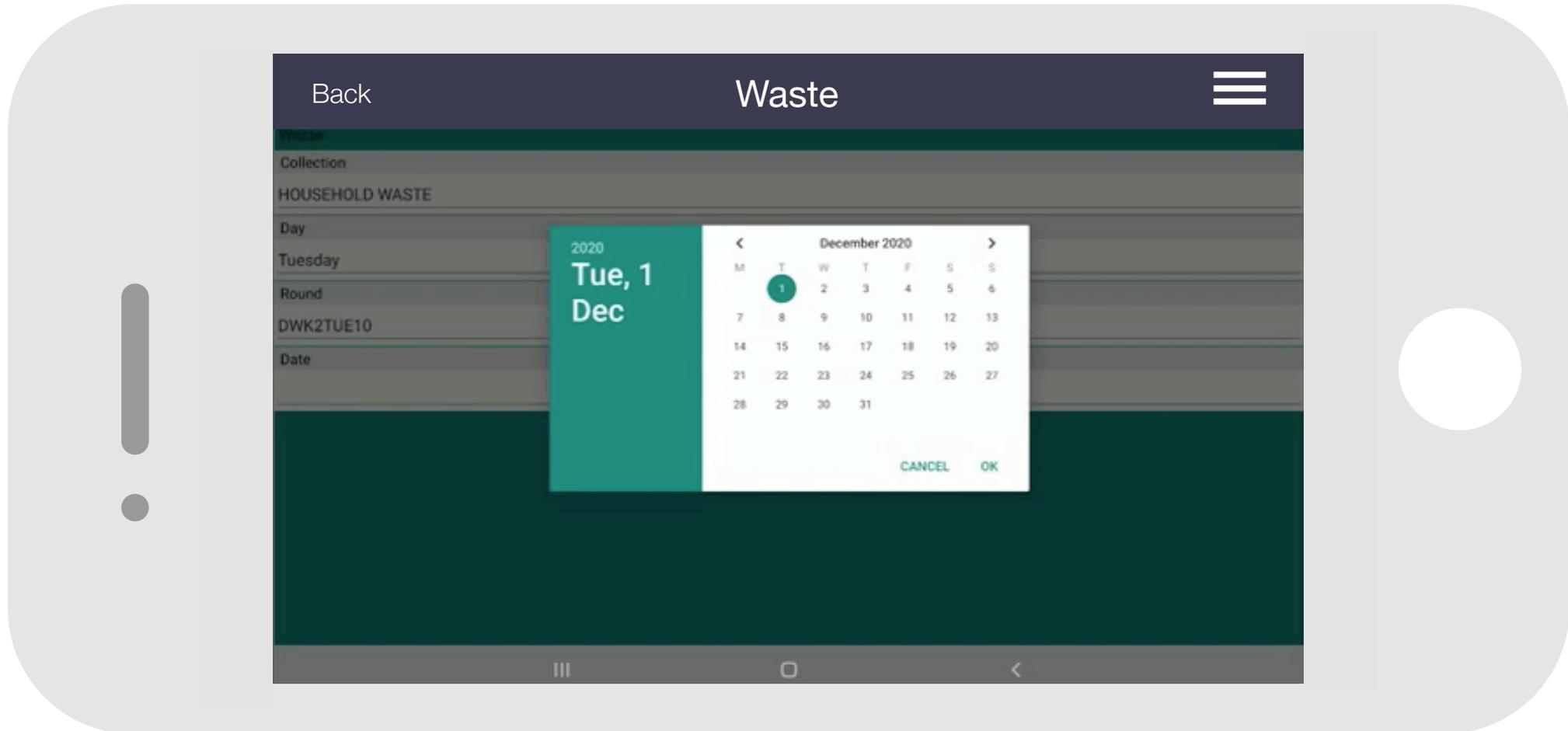
For locations where mobile devices cannot maintain a good GPS signal, we recommend using a dedicated professional GPS device.

Offline working and synchronisation

Once data has been downloaded to the mobile device, the in-cab solution will work without internet access. Once access is restored, collection outcomes will automatically be uploaded to the platform.

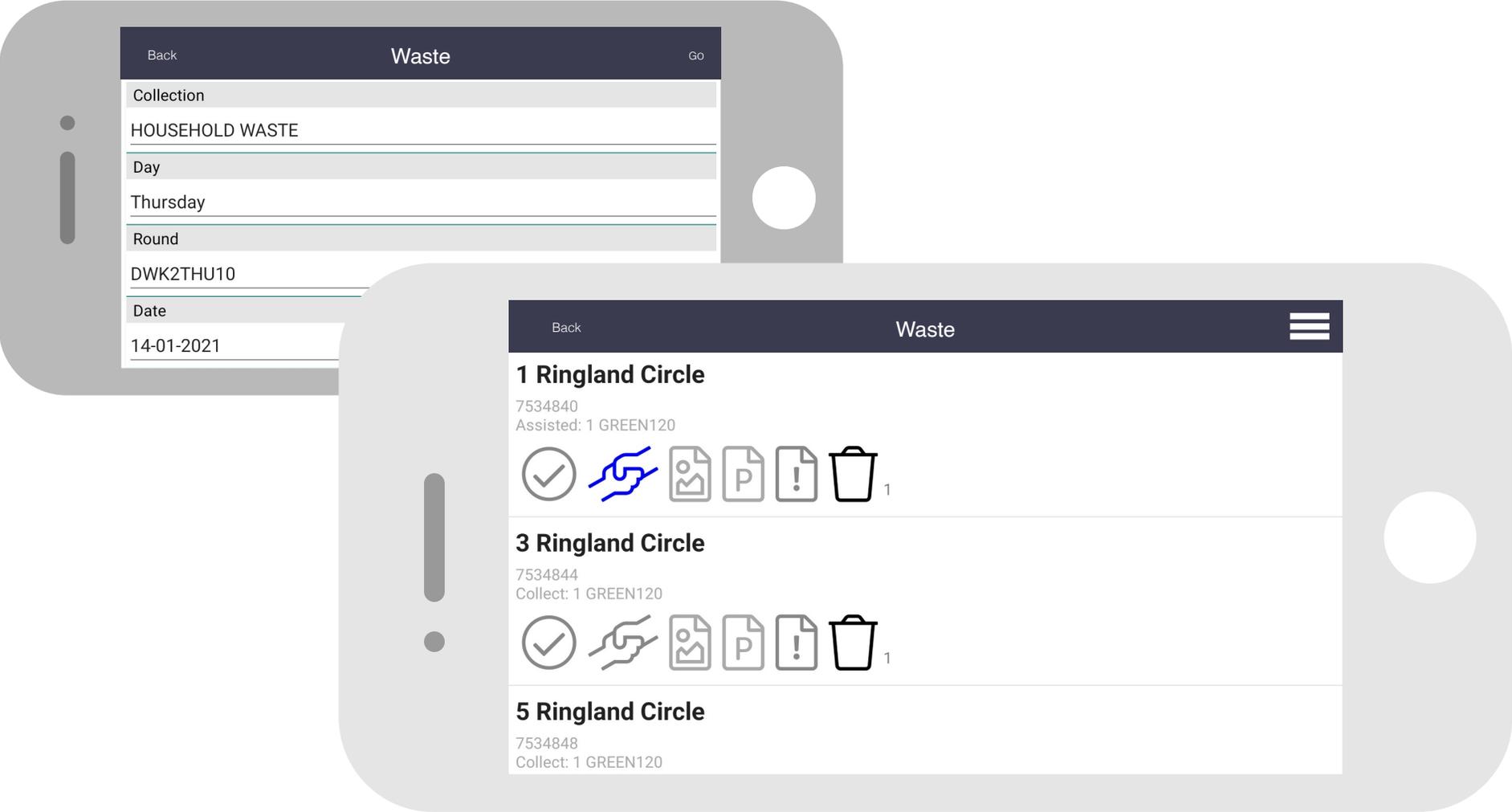
Selecting a round starting the day

The vehicle driver selects the collection type, the round, the day, and the date.



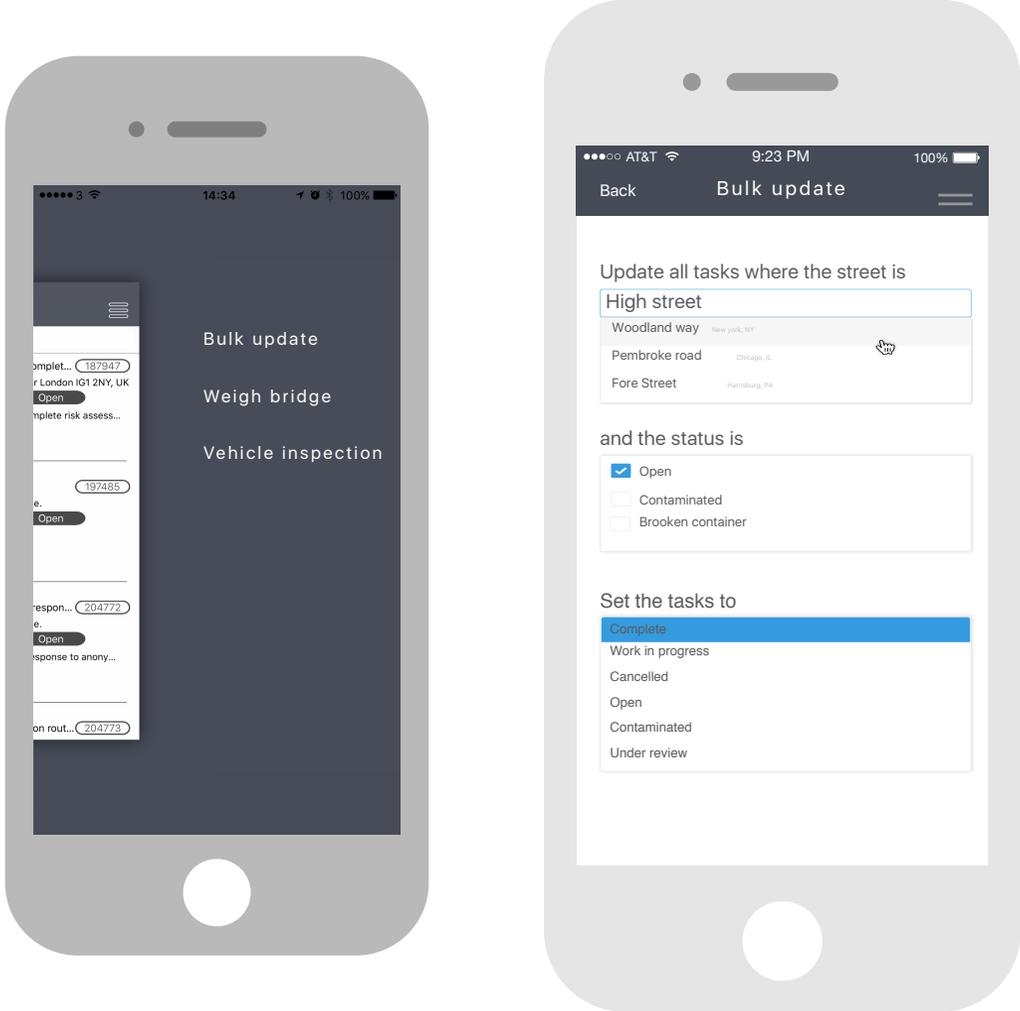
Mobile waste list

The waste operative receives all their collections for the round and day. They can then close each successful or failed collection.



Mobile bulk update

The waste operative receives all their collections for the round and day. They can then close each successful or failed collection.



Vehicle management and route optimisation

Turn-by-turn optimised task management.



07. Address management

Correct addressing is one of the pillars of our waste management solution. Before new properties have a live and master data UPRN, you can create interim addresses to allow citizens to receive services against their properties.

	Full address	Address number	Street name	City	Post code	Region	Country	UPRN	USRN	Effective date	Expiration date	Enabled
	4 Glan Honddu Cwmyoy, Y Fenni, NP7 7NL, UK	4 Glan Honddu	Cwmyoy	Y Fenni	NP7 7NL	Wales	United Kingdom	99999999992	-	-	-	Yes
	28b Ash Lane, NP25 5FJ, UK	28b	Ash Lane	-	NP25 5FJ	Wales	United Kingdom	123456789999	-	-	-	Yes
	33b Duchess Road Osbaston, Monmouthshire, NP25 3HT, UK	33b Duchess Road	Osbaston	Monmouthshire	NP25 3HT	Wales	United Kingdom	9999999999	-	-	-	Yes
	12a Kings Fee, NP25 5BP, UK	12a	Kings Fee	-	NP25 5BP	Wales	United Kingdom	9999999991	-	-	-	Yes
	31b Duchess Road Osbaston, Monmouth, NP25 3HT, UK	31b Duchess Road	Osbaston	Monmouth	NP25 3HT	Wales	United Kingdom	8000000000	-	-	-	Yes
	3 Glan Honddu Cwmyoy, Y Fenni, NP7 7NL, UK	3 Glan Honddu	Cwmyoy	Y Fenni	NP7 7NL	Wales	United Kingdom	99999999991	-	-	-	Yes
	2 Glan Honddu Cwmyoy, Y Fenni, NP7 7NL, UK	2 Glan Honddu	Cwmyoy	Y Fenni	NP7 7NL	Wales	United Kingdom	10033355663	-	-	-	Yes

1 - 7

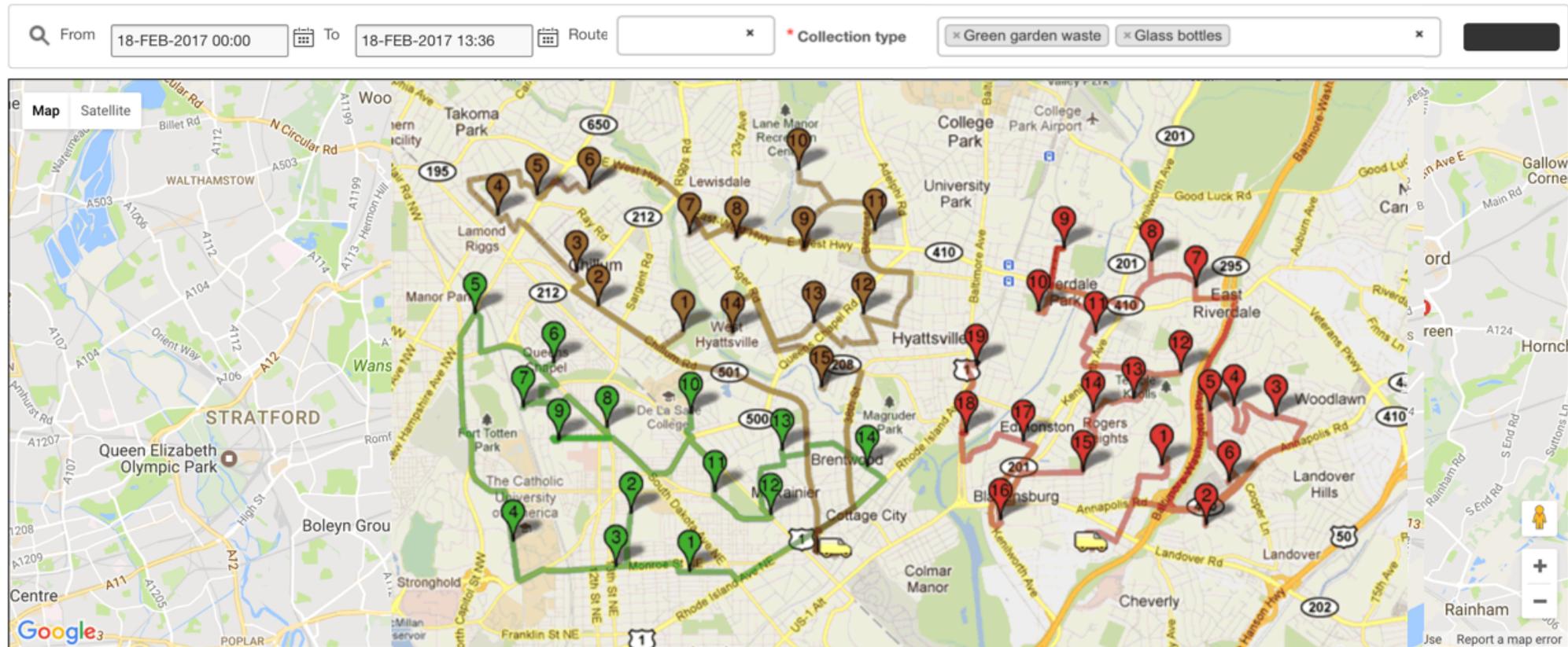
07. Address management (cont.)

Correct addressing is one of the pillars of our waste management solution. BLPU allows us to understand the property type, and set what services the property can receive.

<input type="text" value="Q"/> <input type="button" value="Go"/> <input type="button" value="Actions"/> <input type="button" value="Add"/>				
	Name	Code	Comment	Enabled
	DC	CR05:CR10:CA01:CA02:CA03:CA04:CB:CC01:CC02:CC03:CC05:CC06:CC07:CE03:CE04:CE05:CH03:CI04:CL02:CL06:CL11:CR11:CS01:CS02:CT01:CT05:CT06:CT09:CU04:CU09:CU10:CX02:LF02:LP01:LP04:MF:RD10:ZM05	DC	Yes
	RD	CA01:CA02:CA03:CA04:CB:CC01:CC02:CC03:CC04:CC05:CC06:CC07:CE01:CE02:CE03:CE04:CI03:CI04:CI05:CI06:CI07:CI08:CL01:CL05:CL11:CM02:CN02:CN03:CN04:CR01:CR02:CR03:CR04:CR05:CR06:CR07:CU06:LA01:LA02:LB:LD01:LF01:LF02:LP03:RD01:RD02:RD03:RD08:ZU05	-	Yes
	RC	RC01:RD01:RD02:RD03:RD04:ZM01	-	Yes
	CC	CL09:CL10:CL11:CM01:CM03:CN01	CC	Yes
				1 - 4

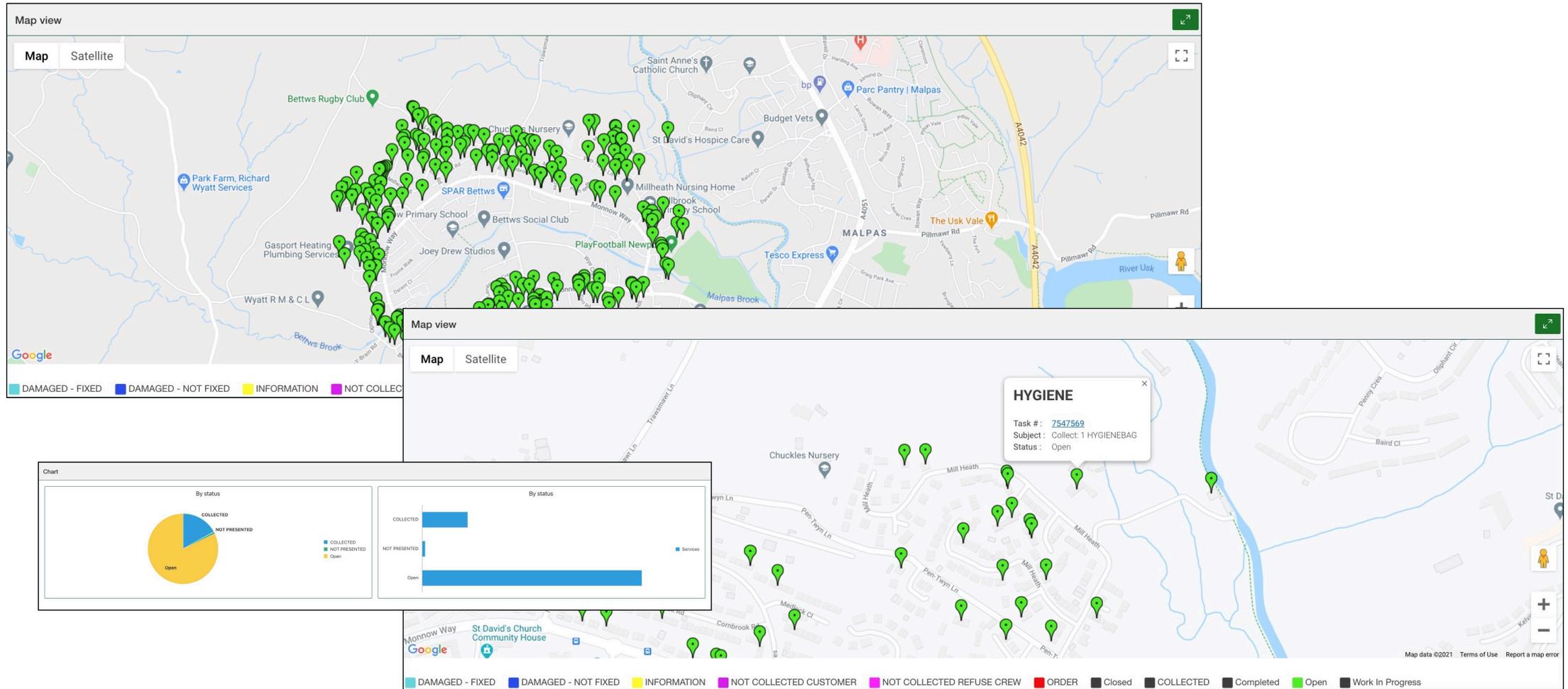
08. Analytics

Local authority buyers often overlook what data they need to be able to extrapolate from their IT systems when they are looking at prospective solutions. Our comprehensive suite of analytical tools allows you to easily retrieve data and use it to make both informed strategic reporting as well as tactical operational decisions.



08. Analytics (cont.)

Live View provides real-time information on the collections in progress.



09. Integration

Some solutions utilise many different entities. With our out-of-the-box integration experience, we can help you achieve the best solution through our Enterprise Service Bus. Our platform allows local authorities to place the governance and configuration of the waste process in the hands of 'process experts'. Payment integrations and web service references, once created, are available for re-use as 'plugin' components.

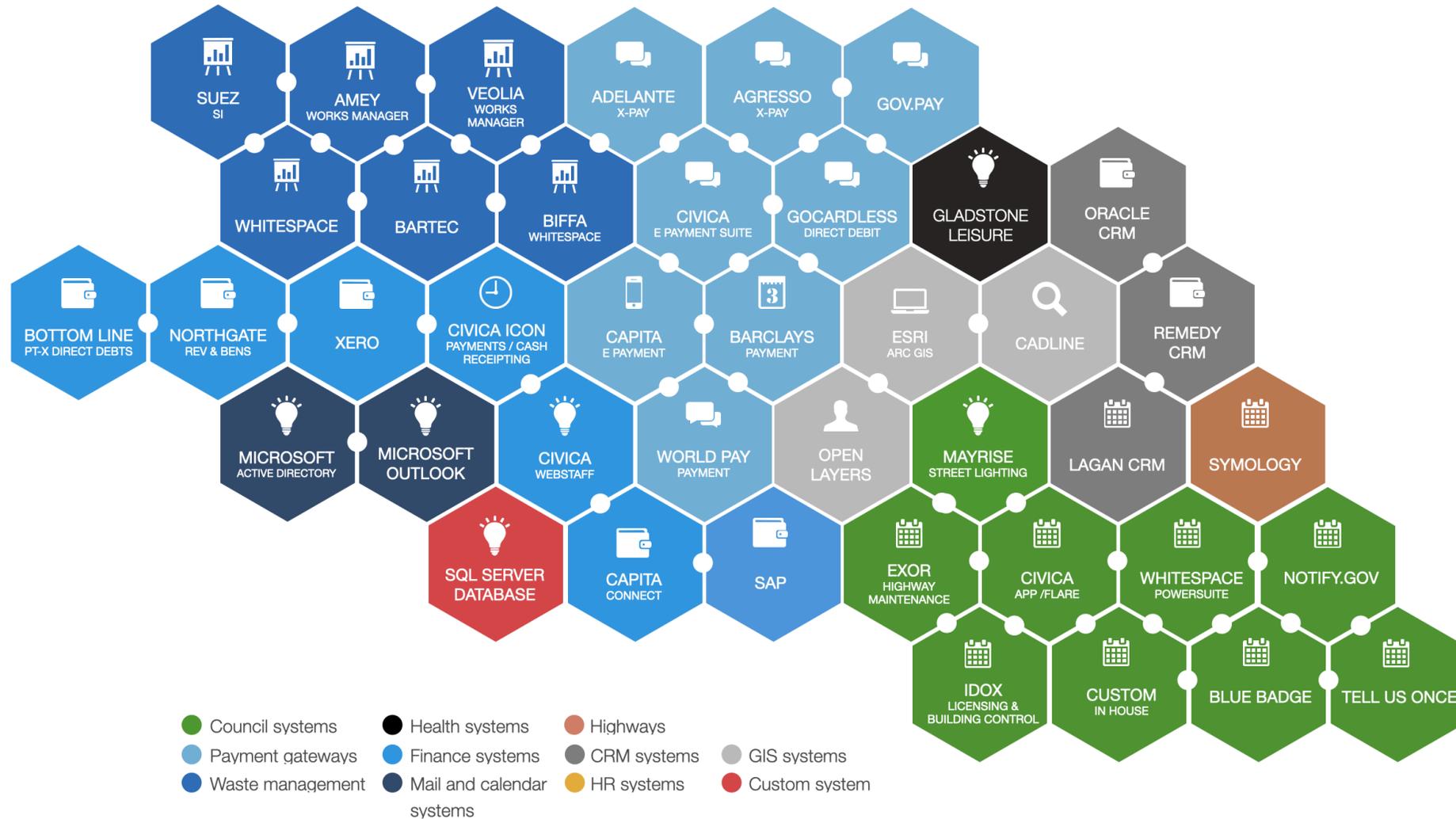
The screenshot displays a software interface with three main components:

- Integration Options:** Three cards are shown: 'Payment integration' (Define your payment gateway to take card payments during form creation), 'Web service reference' (Use Web Service References to access a Web service across the network), and 'Map overlay' (Define map overlay, manage visibility and min/max zoom level for each layer).
- Web Service Reference Table:** A table listing configured web services.
- Payment Gateways Table:** A table listing configured payment gateways.

	Type	Name	URL	Enabled
<input checked="" type="checkbox"/>	REST	Collection day	http://dynamic.maidstone.gov.uk/getcollectiondays/Service1.asmx/getCollectionDays	Yes
<input checked="" type="checkbox"/>	REST	Sum	https://idbdemo.itouchvision.com/portal/itouchvision/ITVMyCouncilServicesWS/doSum?Input1=2&Input=10	Yes
<input checked="" type="checkbox"/>	REST	GMap	http://maps.google.com/maps/api/geocode/xml	Yes
<input checked="" type="checkbox"/>	Based on WSDL	sdsd	sdwsd	Yes

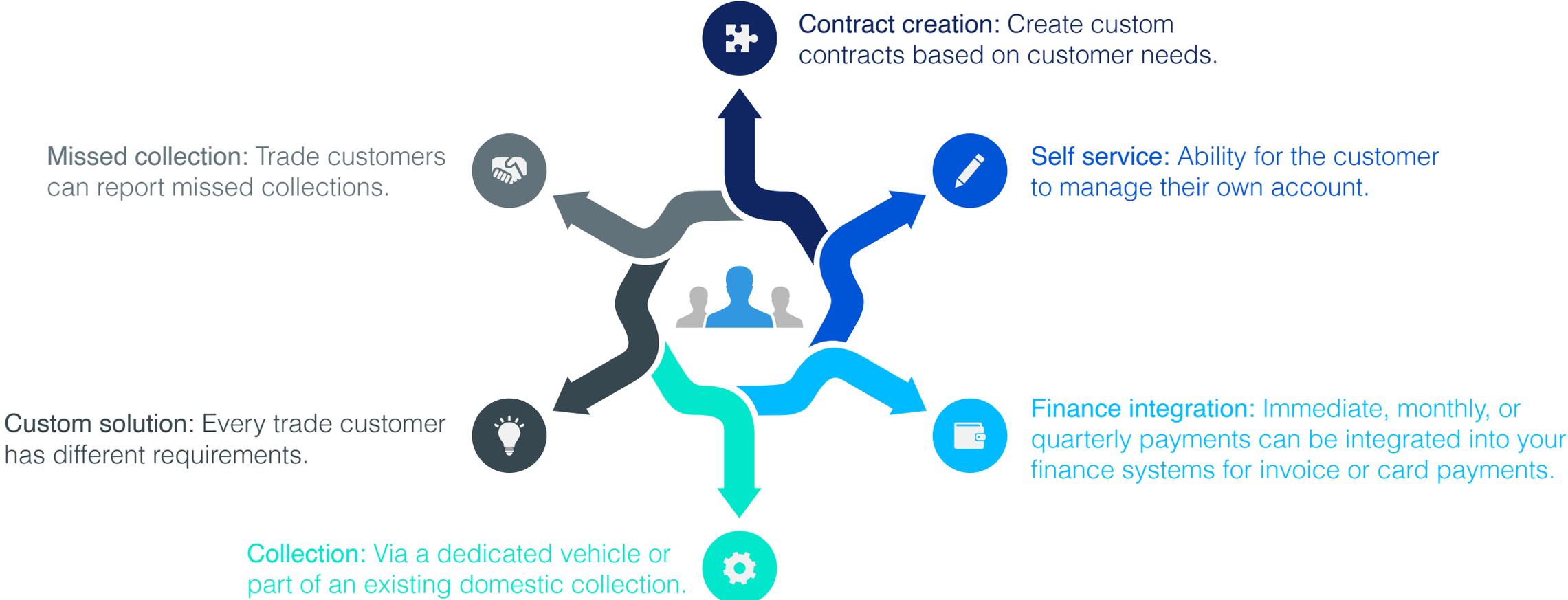
Payment gateways				+
Edit	Payment gateway	Description	Enabled	
<input checked="" type="checkbox"/>	 CAPITA SOFTWARE SERVICES	Capita Payment Gateway	Yes	
<input checked="" type="checkbox"/>	 CIVICA	CIVICA Payment Gateway	Yes	
<input checked="" type="checkbox"/>	 worldpay	WorldPay Payment Gateway	Yes	

09. Integration (cont.)



10. Trade collections

Our trade collection capability allows local authorities to automate trade waste sign-up and subsequent collection services, in order to make these services easier to manage and more cost-efficient. These services can have contracts applied that are all automated throughout the lifecycle of the service.



11. Route optimisation

The optimisation of a round or route saves time when collecting refuse, which in turn saves both money and resources.

- 1 Point management
- 2 Skipping properties
- 3 Road works
- 4 Nightly run optimisation

12. Vehicle management

Each vehicle has different attributes that affect the type of refuse you are collecting and the route you can take.

Asset detail

Name
VN12KZO

ERP

Creation date 📅

Code
VN12KZO

Serial
80001

Checked ☑️

[Show All](#) | [Roles](#) | [Customers](#) | [Notes](#) | [Relationships](#) | [Locations](#)

Roles

Edit	Username	Email
✎	Newport 2	newport2@newport.gov.uk

Additional information

Show All | [Vehicle Details](#)

Vehicle Details [✎](#)

Details

VolumeConstraint[Flag]	TRUE
MaxVolume	0
DrivingIntervalHours	0
MaxSpeedKmh	0
VehicleWeight	22,000kg
VehicleAxleWeight	0
WeightConstraint[Flag]	TRUE
MaxWeight	0
StandCostPerDay	0
PhysicalMaxWeight	0
CostPerKm	0
VehicleHeight(m)	0
PhysicalMaxVolume	0

Locations

Edit	Number	Street	City	Postcode	Region	Country	Purpose	Default	Active	Desc.	Map
✎	Docks Way Disposal Site	Maesglas Retail Park	Newport	NP20 2NS	Wales	United Kingdom	-	Yes	Yes	📄	📍

1 - 1

Service request

Edit	Number	Catalogue	Form	Status	Date ↓
✎	185290	Vehicle check New	Other task forms	Open	6 August , 2020
✎	180686	Vehicle check New	Other task forms	Open	19 March , 2020
✎	180642	Vehicle check New	Other task forms	Open	18 March , 2020
✎	178894	Vehicle check New	Other task forms	Open	6 February , 2020
✎	178559	Vehicle check New	Other task forms	Open	30 January , 2020

1 - 5 [Next ▶](#)

12. Vehicle management (cont.)

Each time a vehicle empties its waste, the weighbridge will record the weights before and afterwards. This information can be captured via the app and then exported.

Weighbridge Add						
Q		Go	Actions			
Edit	Round	Type	Date	Gross vehicle weight	Net material weight	Asset
	DWK1FRI07 (REFUSE) (FRI)	Domestic Refuse	28-June -2019	236	23652145	VN12KZO
	DWK1FRI07 (REFUSE) (FRI)	Domestic Refuse	20-June -2019	235689	235689	-
	DWK1FRI08 (REFUSE) (FRI)	Domestic Refuse	13-September-2019	22000	56329	VN12KZO

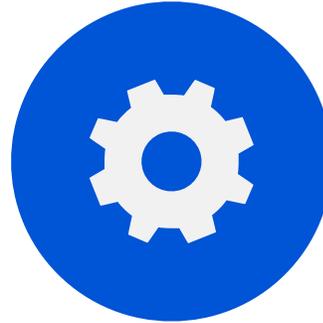
1 - 3

Additional information - Summary



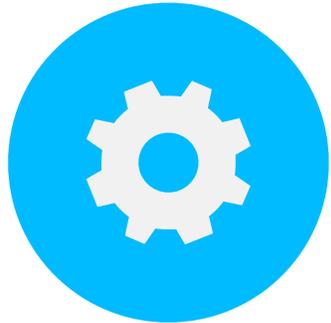
Affordability

The most functionally rich enterprise platform available in the UK today with a low cost of ownership.



Flexibility

An enterprise platform where you only pay for functionality that you want.



Scalability

Rapid development cycles continually enhance the platform to ensure customer needs are met.



Support

Dedicated UK support with exclusive tailored issue-to-resolution service.

Thank you for attending today's webinar

- Slides will be available to download
- A recording will be made available
- Feel free to contact us with questions or if you would like to arrange a separate session for your colleagues

- Call 0208 530 2505
- Email info@abavus.co.uk
- Twitter @AbavusLtd

Thank you

